Appendix C, Services and Pricing Index

Vendor Name: ACS Dataline, LP d/b/a Black Box Network Services

Category	Title	Level	Pricing — Not-to-Exceed Rate ($ per Hour) Technology Type		
			Legacy NTE Rate	Core NTE Rate	Emerging NTE Rate
Customer Technical Support	**Help Desk**	Help Desk 1	$39.95	$42.98	$47.11
		Help Desk 2	$47.00	$53.12	$55.08
		Help Desk 3	$54.92	$58.60	$63.58
	Technical Support	Technical Support 1	$46.13	$42.00	$57.23
		Technical Support 2	$56.73	$58.71	$66.58
		Technical Support 3	$63.20	$67.80	$76.38